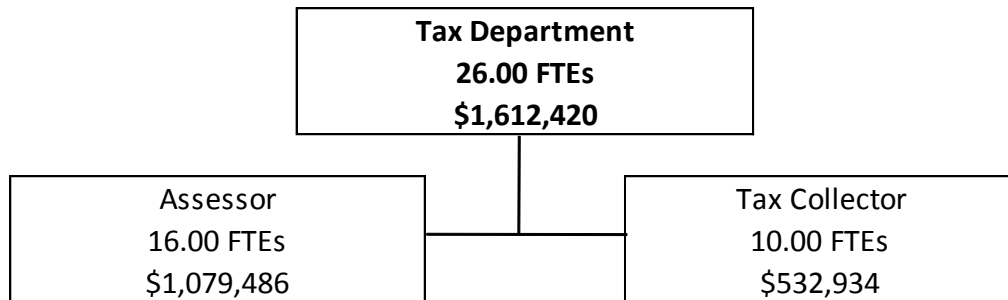


Catawba County Government



Tax Department

	Summary				
	2007/08 Actual	2008/09 Current	2009/10 Requested	2009/10 Approved	Percent Change
Revenues					
Property Tax	78,030,033	78,738,663	80,888,050	79,499,931	1%
Charges & Fees	236,486	233,675	240,150	240,150	3%
Contribution to General Fund	(77,766,943)	(78,429,111)	(80,568,606)	(79,180,487)	1%
General Fund	1,008,343	1,060,943	1,052,826	1,052,826	-1%
Total	\$1,507,919	\$1,604,170	\$1,612,420	\$1,612,420	1%
Expenses					
Personal Services	\$1,195,249	\$1,248,030	\$1,237,740	\$1,237,740	-1%
Supplies & Operations	301,610	336,140	354,680	354,680	6%
Tax Refunds	11,060	20,000	20,000	20,000	0%
Capital	0	0	0	0	0%
Total	\$1,507,919	\$1,604,170	\$1,612,420	\$1,612,420	1%
Expenses by Division					
Assessor	\$1,018,263	\$1,087,768	\$1,079,486	\$1,079,486	-1%
Collections	489,656	516,402	532,934	532,934	3%
Total	\$1,507,919	\$1,604,170	\$1,612,420	\$1,612,420	1%
Employees					
Permanent	25.00	26.00	26.00	26.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	25.00	26.00	26.00	26.00	0%

Budget Highlights

The Tax Office budget includes operating increases primarily for costs associated with mailing tax bills. An increase is anticipated in postage and per item costs associated with the mailing service used to process tax bills. Increased funds are also included for training.

ASSESSOR

Statement of Purpose

Ensure all real and personal property is listed annually to the owner of record as of January 1st of each year, and all licensed motor vehicles are billed by the fourth month following the renewal month, as mandated by the General Statutes of North Carolina.

Outcomes

1. To ensure citizens receive prompt notification of taxes owed:
 - a. Prepare and mail all real and personal property tax bills no later than September 1st, the date in which they lawfully become due and payable.
 - b. Prepare and mail each month's motor vehicle tax bills at least 15 days prior to the first day of the month the bill is due.
2. Provide quality customer service by responding to all taxpayer inquiries within 24 hours of receipt and resolving outstanding issues within 5 working days as evidenced by call logs or other written documentation.
3. Provide most current ownership information of real property to citizens by processing 90% of deed transfers within 5 business days of receipt from the Register of Deeds.
4. Ensure that all new construction is listed, appraised, and recorded in time for billing no later than September 1, 2009, by constant monitoring of outstanding new construction through building permits and field reviews.
5. To educate, assist, and enroll qualified county citizens in the following property tax relief programs by June 1, 2009: elderly or disabled exclusion, circuit breaker property tax deferment, and disabled veteran exclusion.

TAX COLLECTOR

Statement of Purpose

To collect and account for all current, as well as delinquent, County, and City Ad Valorem taxes charged to the Tax Collector; all County privilege licenses; issue all mobile home moving permits; collect all County street assessments; and collect all fees related to garnishment, attachment, levy, judgment, and returned checks as provided by North Carolina law.

Outcomes

1. Achieve a year-end tax collection rate within the top 10% of all counties in North Carolina as evidenced by yearly statistics issued by the North Carolina Department of Revenue. To accomplish this goal, staff will:
 - a. Utilize all lawful measures to collect delinquent taxes, including attachments, garnishments, foreclosure, etc.
 - b. Prepare monthly status reports to track collections as compared to prior years.
 - c. As much as feasible, assign job responsibilities so that delinquent collection staff can maximize their time working delinquent accounts.
 - d. Working delinquent accounts under \$250 with a goal of collecting a minimum of 25% of these smaller accounts by June 30.
2. Collect 50% of prior 10 years delinquent taxes during Fiscal Year 2009/10. Statutorily, we may only collect taxes that are 10 years or less delinquent, so it is important to continue all lawful measures to collect these accounts before that time expires.
3. Provide quality customer service by responding to all taxpayer inquiries within 24 hours of receipt and resolving outstanding issues within 5 business days as evidenced by call logs or other written documentation.
4. Cross-training of all collection counter staff, delinquent collectors, and personal property auditors to improve efficiency, flexibility, and continuity of entire collector's office.